



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME PHO 85				REINSPECTION DATE Not Specified	INSPECTOR Stephanie Obregon P	DATE 1/5/2022
LOCATION 57069 TWENTYNINE PALMS HWY, YUCCA VALLEY, CA 92284				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 2:01 PM	TIME OUT 4:15 PM	FACILITY ID FA0008209	RELATED ID CO0081558	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 03 - CORRECTIVE ACTION / NO FOLLOW UP RE ACTION: 01 - NO FURTHER ACTION REQUIRED	

RETAIL FOOD PROTECTION - Public Eating PI (25-99 Seats)

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional inspection to be billed at the hourly rate as provided in the San Bernardino County Code, [Schedule of Fees](#).

Administrative Order to Show Cause (OSC): The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked; otherwise the right to a hearing shall be deemed waived.

See the following pages for the code sections and general requirements that correspond to each violation listed below.



Public Health
Environmental Health Services

www.SBCounty.gov
www.SBCounty.gov/dph/dehs

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16K997 Foodborne Illness Complaint Inspection



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Compliance Date: Not Specified

Inspector Comments: The purpose of this visit was to conduct a foodborne illness complaint inspection.

Reference - HSC

FBI INVESTIGATION:

This summary epidemiological investigation is being conducted as a result of an alleged foodborne illness complaint, #CO0081558, wherein one individual reported illness.

AS PER COMPLAINANT:

Number of sick persons: 1

- 1) TYPE OF FOOD(S) EATEN AT FACILITY: Soup
- 2) DAY, DATE AND TIME COMPLAINANT ATE AT FACILITY: Unknown
- 3) DAY, DATE AND TIME SYMPTOMS BEGAN: Unknown
- 4) SYMPTOMS COMPLAINANT EXPERIENCED: Unknown
- 5) STILL EXPERIENCING SYMPTOMS? Unknown
IF NO, WHEN SYMPTOMS ENDED? N/A
- 6) MEDICAL ATTENTION SOUGHT? Unknown
IF YES, WHEN AND WHERE MEDICAL ATTENTION WAS SOUGHT: N/A
- 7) OTHER PEOPLE ASSOCIATED WITH COMPLAINANT (FAMILY, FRIENDS, CO-WORKERS, ETC.) SICK / HAVE SIMILAR SYMPTOMS AFTER EATING AT SAME FACILITY? Unknown
IF YES, NUMBER OF PEOPLE SICK AND WHAT THEY ATE: N/A

The food facility owner was interviewed and the following information was provided and /or observed:

FACILITY INFORMATION:

- Facility aware of this complaint: Yes, according to the owner. The owner stated that the complainant contacted the facility to inform them about a family member becoming ill after consuming the soup.
- Other foodborne illness complaints received by this facility: No

HEALTH/HABITS OF EMPLOYEE(S) PREPARING FOOD:

- Employee(s) ill recently: No, according to the owner
- Employees with sores/boils/cuts or abrasions: Not Observed
- Signs of employee's eating/drinking: Not Observed
- Tobacco usage: Not Observed
- Dirty outer garments: Not Observed

NOTE: The Person-In-Charge shall notify this Agency when he or she is aware that two or more food employees are concurrently experiencing symptoms associated with an acute gastrointestinal illness (California Retail Food Code, Section 113949.5).

HAND WASHING:

- Hand washing sinks/supplies: Hand soap, paper towels, and hot water (120F+) at the hand sink.
- Employee/customer restroom hand washing sinks/supplies: Hand soap, paper towels, and hot water (120F+) in both the men's and women's restrooms.
- Adequate hand washing practices observed: Yes

OTHER SINKS/EQUIPMENT:

- 3-compartment sink: Chlorine sanitizer (200 ppm) and hot water (120F+).
- 3-compartment preparation sink: Hot water (120F+)
- Janitorial area: Hot water (120F+)

SANITIZING PROCEDURES & CHEMICAL STORAGE:

- Wiping towels sanitizer level: Not observed
- Chemicals stored separate from food and/or food contact surfaces: Yes

FOOD STORAGE & UTENSILS/EQUIPMENT:

- Food stored properly: No
- Approved equipment/utensils used: No
- Holding temperature(s) of suspect food(s):
Measured the internal temperature of the following potentially hazardous food stored in the Maximum up-right refrigerator (measured ambient temperature at 40F) located across from the 3-compartment preparation sink:
 - Raw beef at 29F
 - Cooked beef at 41F
 - Raw chicken at 40F
 - Cooked potatoes at 39F

Measured the internal temperature of the following potentially hazardous food stored in the reach-in preparation cooler (measured ambient temperature at 34F) located across from the cooking line:

- Meat balls at 37F
- Cooked shrimp at 37F



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- Raw chicken at 40F
- Raw beef at 29F

FOOD PREPARATION DETAILS:
According to the owner:

Supplier: T & S Food Supply, Inc.

All potentially hazardous food is inspected upon delivery and stored in the upright freezers.

Chicken Pho:

- Chicken is thawed under cold running water, sliced, and then stored in the freezers and the preparation cooler to hold at an internal temperature of 41F and below.
- Chicken is cooked to an internal temperature of 165F.
- Rice stick noodles are cooked separate and to order.
- Chicken and noodles are served with raw onion and cilantro.
- Cilantro is washed at the facility.

Beef Pho:

- Beef is thawed under cold running water, sliced, and then stored in the freezer and the preparation cooler to hold at an internal temperature of 41F and below.
- Beef is cooked to an internal temperature of 155F.
- Rice stick noodles are cooked separate and to order.
- Cilantro is washed at the facility.

Beef and Meat Balls Pho:

- Beef is thawed under cold running water, sliced, and then stored in the freezer and the preparation cooler to hold at an internal temperature of 41F and below.
- Beef is cooked to an internal temperature of 155F.
- Meat balls are delivered precooked and stored in the freezer and the preparation cooler to hold at an internal temperature of 41F and below.
- Meat balls are reheated to order.
- Rice stick noodles are cooked separate and to order.
- Beef, meat balls, and noodles are served with raw onion and cilantro.
- Cilantro is washed at facility.

FINDINGS:

THE OWNER WAS INTERVIEWED AND STATED THE FOLLOWING:

- No new employees have recently been hired in the last couple of weeks.
- No employees have recently reported sick.
- The main food distribution company for this facility has not recently changed.
- There has not been a recent loss of power at this facility.
- There has not been a recent loss of hot water at this facility.
- A list of employees that worked the day of this complaint is available upon request.
- It is the policy of this facility that any employee that is sick is immediately sent home or does not come in to work if they show outward signs of illness.
- It is the policy of this facility that employees are required to wash hands when changing tasks, prior to donning gloves, and anytime hands become contaminated.

RESULT(S):

Complaint closed. A routine inspection was conducted on this date.

Description: A foodborne illness complaint report has been received by Environmental Health.



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16K007 Proper hot and cold holding temperatures

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113996, 113998, 114037

Inspector Comments: (1) Measured the internal temperature of raw chicken at 43F to 47F stored in the 3-compartment preparation sink. Observed no active preparation at this time. The owner stated that the chicken was being portioned approximately ten (10) minutes prior to questioning.

Ensure that potentially hazardous foods (PHFs) are held at or below 41 degrees F or at above 135 degrees F.

Corrected on site. The owner placed the chicken in the up-right freezer.

(2) Measured cooked white rice at 65F stored in the 3-compartment preparation sink. The owner stated that the rice was partially cooked approximately 15 minutes prior to questioning.

Ensure that all potentially hazardous foods are held at or below 41 degrees F or at above 135 degrees F.

Corrected on site. The owner placed the rice in the up-right refrigerator.

(3) Measured the internal temperature of chili sauce at 43F to 49F stored in the upright refrigerator (measured the ambient temperature at 48F) that is located across from the 3-compartment warewashing sink. The owner stated that the chili sauce is cooked/prepared at the facility and that it was stored in the refrigerator on 1/4/22.

Ensure that all potentially hazardous foods are held at or below 41 degrees F or at above 135 degrees F.

Corrected on site. The owner discarded the sauce. See VC&D for details.

Violation Description: Potentially hazardous foods shall be held at or below 41F or at or above 135F. (113996, 113998, 114037, 114343(a))

More Information: <https://youtu.be/Rl6w5DtEs7w>

16K009 Proper cooling methods

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114000

Inspector Comments: Measured the internal temperature of peanut sauce (completely sealed) at 43F to 49F stored in the upright refrigerator (measured the ambient temperature at 48F) that is located across from the 3-compartment warewashing sink. The owner stated that the peanut sauce is cooked/prepared at the facility and is stored in the refrigerator to cool on 1/4/22.

Ensure potentially hazardous foods are cooled rapidly from 70 degrees F to 41 degrees F or below for a total of six hours using approved cooling methods.

Corrected on site. The owner discarded the sauce. See VC&D for details.

Violation Description: All potentially hazardous food shall be RAPIDLY cooled from 135F to 70F, within 2 hours, and then from 70F to 41 F, within 4 hours. Cooling shall be by one or more of the following methods: in shallow containers; separating food into smaller portions; adding ice as an ingredient; using an ice bath; stirring frequently; using rapid cooling equipment; or, using containers that facilitate heat transfer. PHF is to be cooled within 4 hours to 41F if prepared from ingredients at ambient temperature. Deliveries of PHF is to be cooled to below 41F within 4 hours if received between 41F to 45F.

More Information: <https://youtu.be/hiOEyNgDIQ>

16K030 Food storage; food storage containers identified

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114047, 114049, 114051

Inspector Comments: Observed a box of cabbage stored on the ground under the 3-compartment preparation sink.

Ensure that all food and equipment is stored at least six (6) inches above the floor. All food and food containers shall be stored off the floor on shelving or pallets located within the facility.

Violation Description: Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))

More Information: https://youtu.be/km4FCy_IQ44



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16K035 Equipment/Utensils - approved; installed; clean; good repair, capacity

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114130, 114130.1, 114130

Inspector Comments: (1) Observed the following items to be non-approved:

- One (1) George Forman Grill (labeled for household use only) located on the table to the left of the cooking line, outside of the hood. The owner stated that this unit is used to cook raw chicken.
- Two (2) Walmart Microwave ovens located across from the cooking line and at the front service station. The owner and employee stated that these microwaves are used to reheat customer food.
- One (1) Frigidaire up-right freezer used to store customer food.

Ensure to only utilize approved equipment. To ensure, consult Plan Check before purchasing or installing new equipment. Plan Check can be reached at 1 800-442-2283.

(2) Observed no hot water at the hand sink. The owner stated that the hot water was turned off due to a water leak from the faucet.

Ensure all sinks are able to provide hot water that measures a minimum of 120F from the faucet.

Corrected on site. The owner repaired the sink and restored the hot water supply (measured at 120F+) at the time of the inspection.

(3) Measured the ambient temperature of the upright refrigerator at 48F (holding potentially hazardous food), unit located across from the 3-compartment warewashing sink.

Discontinue the use of this equipment for the storage of potentially hazardous food. Repair the refrigeration unit. All utensils and equipment shall be fully operative and in good repair. Ensure the unit maintains the internal temperature of potentially hazardous foods at 41F or below.

Corrected on site. The owner adjusted the ambient temperature of the unit to measure 42F.

Violation Description: All utensils and equipment shall be fully operative and in good repair. (114175). All utensils and equipment shall be approved, installed properly, and meet applicable standards. (114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114177, 114180, 114182)

16K052 VC & D

Compliance Date: Not Specified

Reference - HSC - 113980

Inspector Comments: The owner voluntarily consented to the condemnation and destruction of approximately five (5) ounces of chili sauce and approximately three (3) pounds of peanut sauce.

Description: Operator has voluntarily consented to the condemnation and destruction of food as said material being unfit for human consumption or otherwise in violation of California Health and Safety Code, Division 104, Part 5, Chapter 1 through 8, the disposition of which is provided for by Chapter 8, Article 3, Section 111895.

"I (We) hereby voluntarily agree to the condemnation and destruction of the following material(s) listed in violation number 52. By signing this Official Inspection Report (OIR), I (We) hereby release the County of San Bernardino and its agent from any and all liability."

16K049 Permits Available

Comply by: 1/6/2022

Not In Compliance

Violation Reference - HSC - 114067 (b, c), 114381 (a)

Inspector Comments: Observed the facility doing business as Thai and Lao Cuisine. Upon questioning, the owner stated that she is a new owner and that the facility opened on 11/20/21.

A food facility shall not be open for business without a valid permit. Obtain a San Bernardino County Health Permit within 72 hours. Failure to comply will result in the closure of this facility and /or further legal action.

Note: The owner submitted the Transfer of Ownership form to Environmental Health Services at the time of inspection.

Violation Description: A food facility shall not be open for business without a valid permit. A permit shall be valid only for the specified permittee, location, and type of food sales or distribution activity. No food facility shall conduct activities that are inconsistent with the permit(s) issued by the enforcement agency. (114067(b) & (c), 114381 (a), 114381.2, 114387)

Overall Inspection Comments

Complaint Closed.

FREE Classes to L.E.A.R.N!

Liaison Education And Risk Network (L.E.A.R.N.) is a FREE class based on the fundamentals of Active Managerial Control and the Centers for Disease Control and Prevention's five risk factors that lead to foodborne illnesses. Find out when the next L.E.A.R.N. class is by checking our [calendar](#).



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Signature(s) of Acknowledgement

NAME: Debbie Thouchalanh
TITLE: Owner

Total # of Images: 0